

28 Texas Administrative Code (TAC) §21.2819 CERTIFICATION

CATASTROPHIC EVENT

PERSONALLY APPEARED before the undersigned attesting officer duly authorized to administer oaths in this state and testifies under the oath as follows:

1.

The facts contained in this affidavit are made within my personal knowledge.

2.

In compliance with 28 Texas Administrative Code §21.2819, this affidavit certifies the following catastrophic event that will toll the applicable statutory payment deadlines in 28 Texas Administrative Code §§21.2804, 21.2806, 21.2807, 21.2808, 21.209, and 21.2815 for 23 days.

Specifically, Texas Administrative Code §21.2815 (f) states that: An MCC is not liable for a penalty under this section: (1) if the failure to pay the claim within the applicable statutory claims payment period is a result of a catastrophic event that the MCC certified according to the provisions of §21.2819 of this title (relating to Catastrophic Event).

3.

Beginning on December 1, 2015, severe storms and flooding led to UnitedHealthcare office closures in India. Due to this catastrophic event, there were some interruptions to processing activities across company lines. Our offices in this area handle member and provider correspondence and support, claims and reprocessing work. It was not clear, at the time, when the offices would reopen, as the storm blocked railways, roads, and airports, and contaminated the majority of the population's drinking water.

Business Continuity Plans were exercised immediately (within 24hrs) in response to the flooding. There was a relocation operations/staff to other facilities across India. We mobilized upwards of 250 plus staff to sites across India. Further, information technology connectivity was rerouted to sister facilities in line with Information Risk policies and requirement. The enterprise implemented daily checkpoints to monitor progress across the business adding additional reporting capability on throughput and progress. Downstream claims processes were amended as necessary to quickly analyze and process work per contractual requirements

As of December 14, 2015, the enterprise has determined that operations are now fully functional with a backlog of work items to be cleared by December 24, 2015.

4.

The undersigned also certifies that the attached records related to this catastrophic event are:

- (A) Made at or near the time of the described act, events, condition, opinions;
- (B) Made by, or from information transmitted by a person, with personal knowledge and a duty to report;
- (C) Were produced in the regular practice of that business activity.

STATE OF Texas

COUNTY OF Collin

BY: Thomas J. Quirk
Thomas J. Quirk
Title : CEO
For: UnitedHealthcare

SWORN TO AND SUBSCRIBED before me on this 21st day of Dec, 2015.

NOTARY PUBLIC
My commission expires:



Cynthia Roberts
Signature of Notary Public



Print Close

Flooding in southern India forces airport to close, cuts off roads, power supplies

Published December 01 2015 | Associated Press

NEW DELHI – Torrential rains have forced an airport in southern India to close and have cut off several roads and highways, leaving tens of thousands of people stranded.

Junior Home Minister Kiren Rijiju said Wednesday that the annual winter monsoon rains in Tamil Nadu state are the heaviest the region has seen in decades. Army and naval rescue teams are helping evacuate residents stranded in low-lying areas.

The airport in the state capital Chennai was closed earlier on Wednesday, and television channels reported that most main roads in the city were blocked by several feet of water and that power supplies had been cut.

The state has seen heavy rains for two weeks, and more heavy rain is forecast over the next several days.

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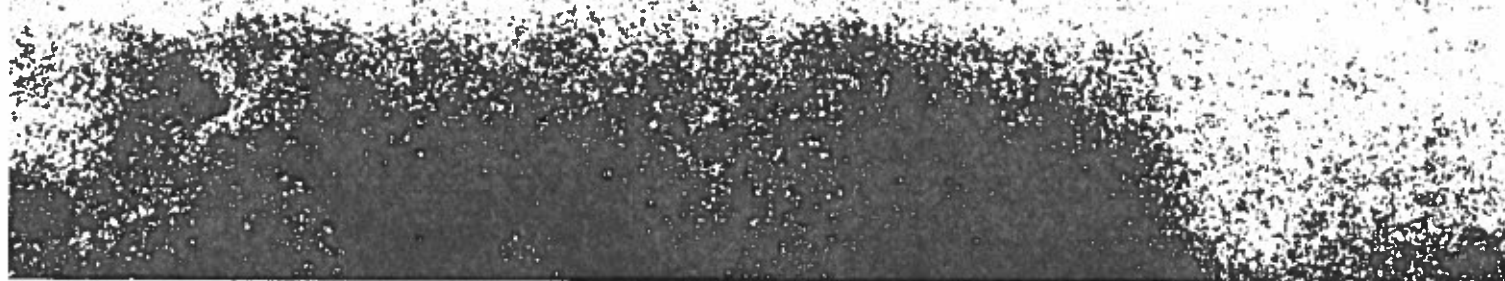
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FULL FORECAST

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300 dead in historic flooding in India

Posted: Dec 04, 2015 10:04 PM CST
Updated: Dec 11, 2015 10:04 PM CST

SOUTHERN INDIA (CNN) - At least a 120,000 people have been rescued from the floods that have covered parts of southern India.

But almost 300 people have died and thousands more need help. The high water has closed the airport and hundreds of passengers are stranded. The floods followed an unusually severe monsoon. And the rain is far from over.

Chennai's new international airport was flooded after Tuesday's historic downpour. It was temporarily shut down and all flights were canceled.

And the streets of India's fifth largest city were flooded. South India's industrial and commercial center now virtually sinking.

It's been raining non-stop for weeks.

But the overnight deluge of rain, in a span of 18 hours has wreaked havoc. Officials say it's the heaviest rain in more than 100 years.

Rivers are overflowing, and reservoirs are working at full capacity. Trains and buses have been suspended, and schools and colleges are closed.

The Indian army, navy, air force and national disaster relief teams have been deployed. They say this is still very much a rescue operation.

And how many have been impacted, and how many evacuated is still unclear as residents brace themselves for another few days of torrential rain.

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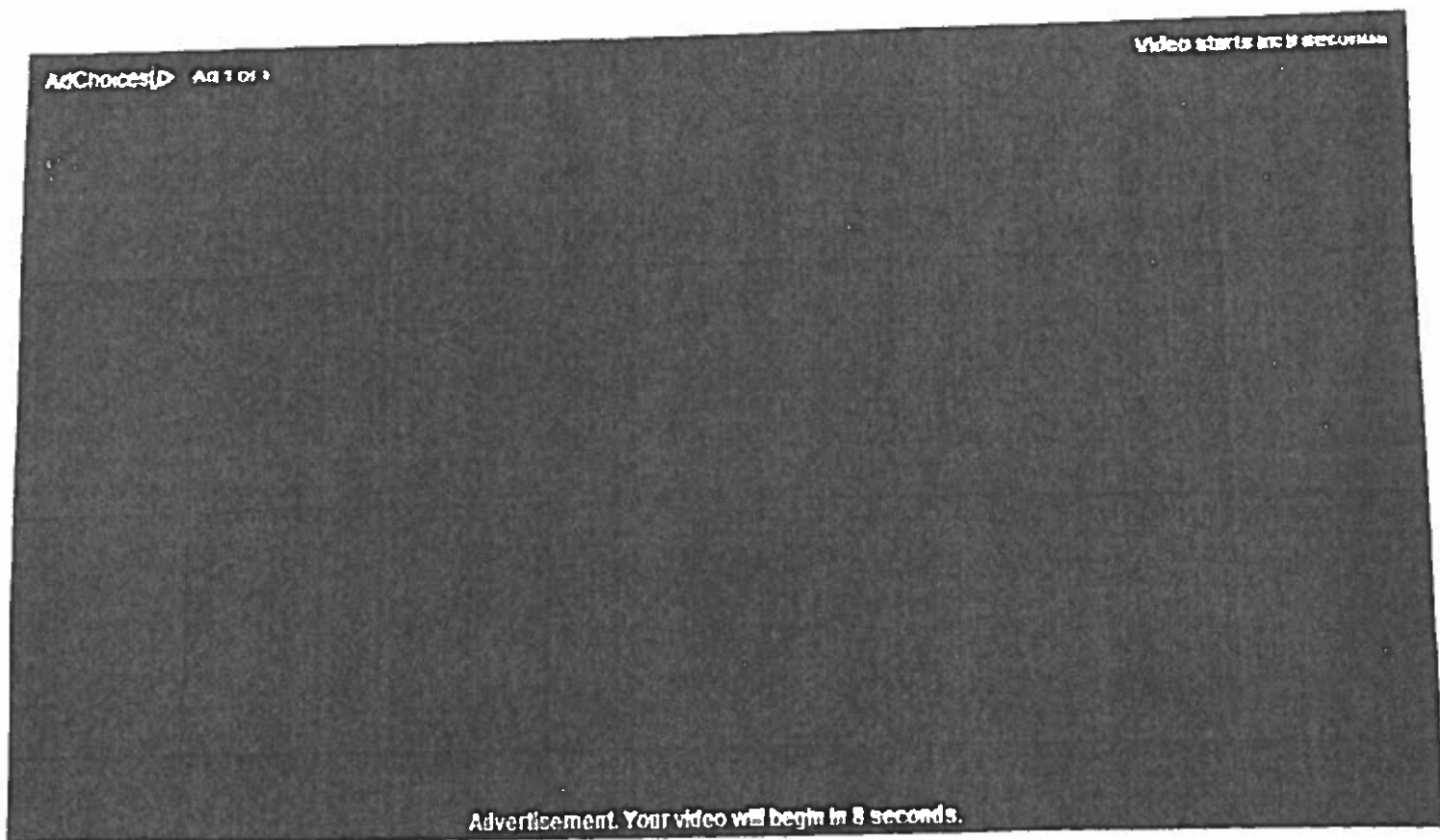
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Record December Deluge Triggers Major Flooding In Chennai, India, For Second Time in Two Weeks

Published: By Jon Erdman weather.com
2 weeks 5 hours ago



Catastrophic Flooding Rain Cripples Chennai, India

Meteorologist Ari Sarsalari looks at the devastating floods in Chennai, India.

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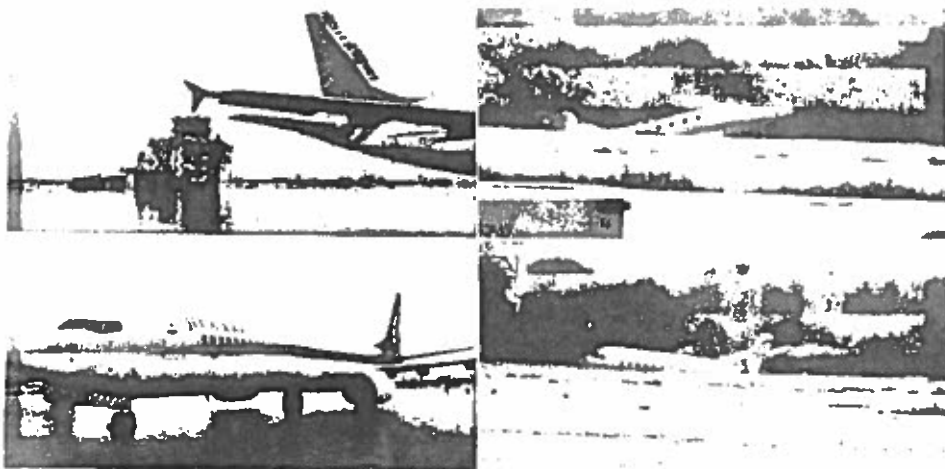
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The Weather Channel

Torrential rain has triggered massive flooding for the second time in about two weeks in the southern India state of Tamil Nadu.

The Associated Press reports that thousands have been forced to leave their homes, schools and offices due to the floodwaters. In addition, a regional airport in the area was closed for a second day Thursday and the main train station was also shut down because of heavy flooding.

At least 269 people had been killed in the state since heavy rains started in the beginning of November, said India's Home Minister Rajnath Singh, although no deaths have been reported in the latest deluge.



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Chennai airport to stay shut till December 6, says Airports Authority of India: Press Trust of India

8 51 AM - 2 Dec 2015

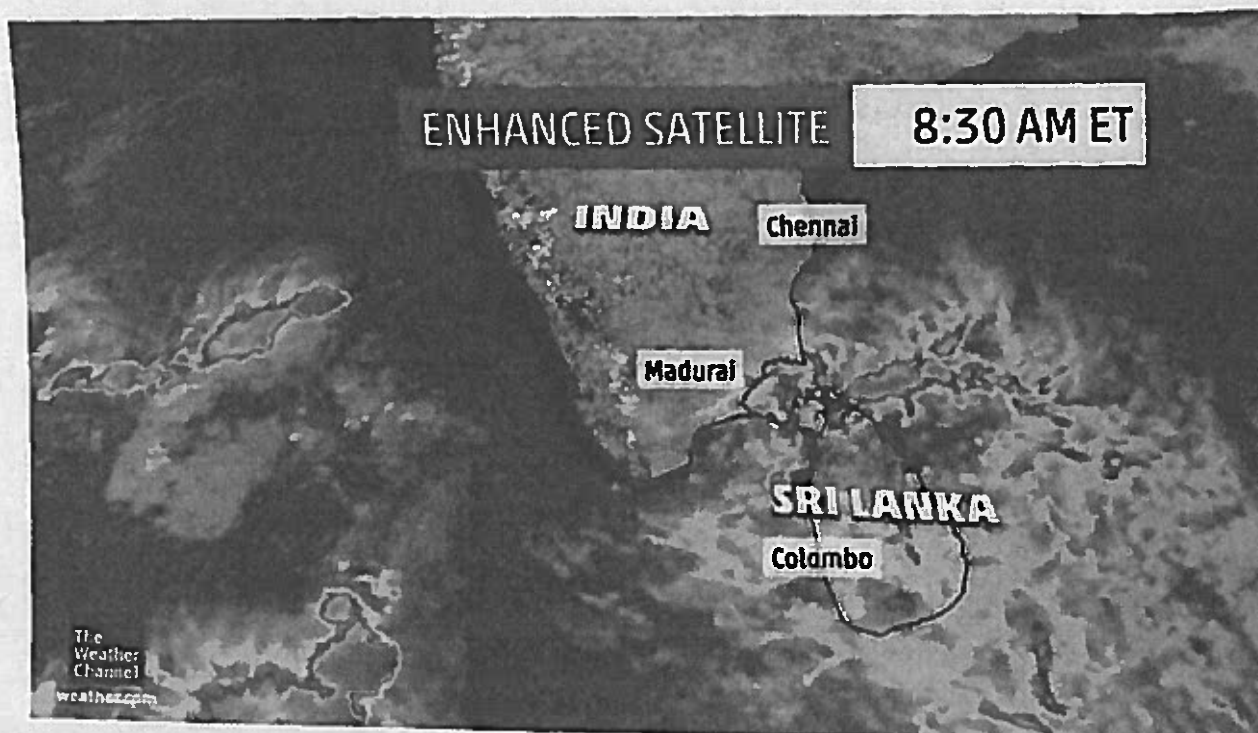
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Chennai, formerly known as Madras, the capital city of the state of Tamil Nadu and India's fifth largest city, picked up 255 millimeters of rain (10.04 inches) Tuesday, then another 252 millimeters (9.92 inches) Wednesday.

This included a 345-millimeter (13.58 inch) deluge in 24 hours ending at 8:30 a.m. local time Wednesday, smashing the previous 24-hour December rain record there of 261.6 millimeters set on Dec. 10, 1901, according to the India Meteorological Department.

Incredibly, Chennai picked up twice the average rainfall for the month of December (191.1 millimeters or 7.52 inches) in just over 24 hours.

Fortunately, rainfall has been lighter on Thursday, with less than an inch falling through early evening local time. However, the city is still suffering from the severe impacts that the flooding has already caused.



Enhanced Satellite: Southern India

Most vigorous thunderstorms, with the heaviest rain, corresponds to red-shaded cloud tops in satellite image. However, soaking rain can also occur in shallower clouds in the tropics (shown in yellow).

An aerial view of Chennai showed low-lying neighborhoods as well the city's airport almost completely submerged. The Airport Authority of India said that the airport was likely to be closed until Sunday.

(FORECAST: Chennai, India)

Dozens of trains to the state have been delayed this week, and on Thursday the main train station was so heavily flooded that it had to shut down operations. Singh said that railways officials convened an emergency meeting to get the station back on track quickly.

Even though hundreds of army, navy and local police and fire department rescuers were helping evacuate those trapped in their homes, Twitter and other social media were flooded with calls for help from across the city.

Most of those still trapped were either the elderly or people with very young children.

The state government cut power to several parts of Chennai as a safety measure to prevent electrocutions. Most deaths in the last month of rains have been due to drowning, electrocution and wall collapses.

Chennai's wettest month is typically November, averaging 407 millimeters (about 16 inches) of rain, when northeast winds from the Asian interior and Bay of Bengal meet moist southerly winds from the tropical Indian Ocean.

Since Oct. 1, Chennai has picked up an incredible 1,487 millimeters (58.54 inches) of rain, which is not only more than double the average for that time period (649.3 millimeters) but exceeds their average for the entire year (1,391.5 millimeters).

Unfortunately, more pockets of locally heavy rain are possible into the weekend, as the monsoon trough remains parked near southeast India.

The Associated Press contributed to this report.

MORE ON WEATHER.COM: Chennai, India Flooding (PHOTOS)

1 of 21



A boy wades through a flooded street in Chennai, in the southern Indian state of Tamil Nadu, Wednesday, Dec. 2, 2015. Weeks of torrential rains have forced the airport in the state capital Chennai to close and have cut off several slums. AP Photo/Agnide